

**Workforce Investment Act Title I-B Annual Report
Program Year (PY) 2000**

STATE: Maryland

ELECTRONIC SUBMISSION DATE: December 12, 2001 (Revised 12/20/01, 1/15/02, 2/11/02)

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I. Annual Report Narrative

- A.** In Maryland, adult and dislocated worker employment and training services are provided through core, intensive and training services. Where feasible, core services are provided through self-service and information methods. Primarily, core services are universally accessible through the State One-Stop/Careernet System. The One-Stop/Careernet system is also the prime venue for both adults and dislocated workers to seek out intensive and training services. Intensive services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through core services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency.

Intensive services that are provided include but are not limited to: comprehensive and specialized assessment, diagnostic testing, identifying employment barriers through in-depth evaluation, individual employment plan, group and individual counseling, career planning, case management, and short-term pre-vocational services. Additional intensive services may include out-of-area job search, relocation, literacy readiness, internship and work experience.

Training services are provided to individuals that are unemployed or underemployed and having difficulty securing appropriate employment through intensive services. Individuals need to demonstrate obstacles that prevent them from retaining or securing employment that leads to self-sufficiency. Training services include but are not limited to: occupational skills, job readiness, adult education combined with other training, and customized training. With few exceptions, training is obtained through the use of Individual Training Accounts (ITAs).

The State required each Local Workforce Investment Board (LWIB) to develop a local policy regarding priority of service for the provision of intensive and training services to Adults under WIA Title I, as well as a policy regarding priority of service for intensive and training services to Dislocated Workers. Any adult priority of service policy provided priority to recipients of public assistance and other low-income individuals in the local area unless the local area determined that funds were not limited.

Each LWIB developed a local area strategy for providing services to eligible youth that addressed each of the ten youth program elements described in WIA section 129©(2). Each LWIB was also requested to develop a local strategy for providing comprehensive services to eligible youth who have special needs or barriers to employment, including those who are pregnant, parenting, or have disabilities. The State requires each LWIB to link with Job Corps by: inviting Job Corps representatives to participate in Youth Councils; inviting Job Corps representatives to serve on local boards; promoting local Youth programs that partner with Job Corps; and assisting in the identification and referral of eligible youth to Job Corps programs.

During PY 2000, the State of Maryland expended \$7,856,786.00 in Adult program funds to serve 7,099 adults. Expenditures for the Dislocated Worker program totaled \$8,186,026.00 to serve 8,215 participants. Youth expenditures totaled \$10,083,548.00 and served 791 Older Youth and 4,441 Younger Youth.

- B.** Information on the levels of performance achieved by the State of Maryland with respect to the core indicators of performance and the customer satisfaction indicator are included in Tables A through M. Information regarding the progress of local areas in the State in achieving local performance measures, including information on the levels of performance achieved by the areas with respect to the core indicators of performance and the customer satisfaction indicator are included in Table O.

Through its Performance Measures Workgroup, the Governor's Workforce Investment Board (GWIB) facilitates collaboration and information sharing among state partner agencies as well as the development of an integrated and comprehensive accountability system for use in evaluating the effectiveness of the state's workforce development system. Based on the WIA core performance indicators as well as other established system-wide measures, the Department of Labor, Licensing and Regulation (DLLR) regularly provides the GWIB with performance information statewide and for each local workforce investment area. After its review, the Performance Measures Workgroup will issue an annual report to the GWIB that (1) compares the performance of each local area against its negotiated WIA standards, (2) details the performance the performance of the state and each local area on achieving system-wide performance measures, and (3) report any actions, corrective or otherwise, the State is taking regarding the performance of local areas against their negotiated standards.

The Department of Labor, Licensing and Regulation will provide ongoing technical assistance to local workforce investment boards whose performance falls well below the negotiated standards. Additionally, in collaboration with our agency partners, an analysis

will be conducted of both exemplary performance and below standards performance. In collaboration with state agency staff, the GWIB staff will develop successful best practices and share that information with local workforce investment boards to promote continuous improvement.

Table A - Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for The Survey	Number of Customers Included In the Sample	Response Rate
Program Participants		84.5	3760	5949	3760	63.2%
Employers		88.4	276	276	276	100.0%

Table B - Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	69%	75.5%	1778 Numerator
			2354 Denominator
Employment Retention Rate	78%	83.6%	1822 Numerator
			2180 Denominator
Earnings Change in Six Months	3181	\$3,110	\$5,920,849 Numerator
			\$1,904 Denominator
Employment And Credential Rate	60%	76.8%	1417 Numerator
			1844 Denominator

Table C - Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
		NUM DEN		NUM DEN		NUM DEN		NUM DEN
Entered Employment Rate	72.8%	520 NUM	72.2%	96 NUM	76.8%	152 NUM	70.0%	63 NUM
		714 DEN		133 DEN		198 DEN		90 DEN
Employment Retention Rate	76.5%	410 NUM	84.1%	90 NUM	84.1%	143 NUM	84.9%	62 NUM
		536 DEN		107 DEN		170 DEN		73 DEN
Earnings Change in Six Months	\$2,951	\$1,546,464 NUM	\$2,574	\$252,240 NUM	\$3,126	\$440,739 NUM	\$1,516	\$87,931 NUM
		524 DEN		98 DEN		141 DEN		58 DEN
Employment And Credential Rate	74.6%	194 NUM	69.8%	88 NUM	74.3%	124 NUM	67.1%	53 NUM
		260 DEN		126 DEN		167 DEN		79 DEN

Table D - Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services		
Entered Employment Rate	77.9%	1282 NUM	69.9%	486 NUM
		1659 DEN		695 DEN
Employment Retention Rate	86.4%	1433 NUM	74.7%	389 NUM
		1659 DEN		521 DEN
Earnings Change in Six Months	\$3,249	\$4,557,680 NUM	\$2,721	\$1,363,189 NUM
		1036 DEN		501 DEN
Employment And Credential Rate	76.8%	1417 NUM	0.0%	0 NUM
		1844 DEN		0 DEN

**Table E - Dislocated Worker Program Results
At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	83.5%	4399 Numerator
			5269 Denominator
Employment Retention Rate	82%	89.6%	3940 Numerator
			4399 Denominator
Earnings Replacement in Six Months	0.9	1.13	\$44,100,773 Numerator
			\$39,189,832 Denominator
Employment And Credential Rate	60%	69.0%	2170 Numerator
			3144 Denominator

**Table F - Outcomes for Dislocated Worker
Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	82.8%	415 NUM	83.0%	254 NUM	78.5%	465 NUM	75.7%	28 NUM
		501 DEN		306 DEN		592 DEN		37 DEN
Employment Retention Rate	90.1%	374 NUM	87.8%	223 NUM	88.0%	409 NUM	96.4%	27 NUM
		415 DEN		254 DEN		465 DEN		28 DEN
Earnings Replacement Rate	1.01	\$4,418,984 NUM	1.29	\$2,374,374 NUM	0.95	\$5,118,662 NUM	2.54	\$252,786 NUM
		\$4,387,293 DEN		\$1,845,975 DEN		\$5,411,920 DEN		\$99,594 DEN
Employment And Credential Rate	66.1%	209 NUM	66.5%	139 NUM	60.8%	242 NUM	50.0%	14 NUM
		316 DEN		398 DEN		398 DEN		28 DEN

Table G - Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services	Individuals Who Received Only Core and Intensive Services		
Entered Employment Rate	85.2%	2764 NUM	80.7%	1635 NUM
		3244 DEN		2025 DEN
Employment Retention Rate	91.3%	2523 NUM	86.7%	1417 NUM
		2764 DEN		1635 DEN
Earnings Replacement Rate	1.12%	\$27,376,950 NUM	1.14%	\$16,723,823 NUM
		\$24,475,561 DEN		\$14,714,271 DEN
Employment And Credential Rate	69.0%	2170 NUM	0.0%	0 NUM
		3144 DEN		0 DEN

Table H - Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	61%	68.0%	225 Numerator
			331 Denominator
Employment Retention Rate	74%	84.6%	219 Numerator
			259 Denominator
Earnings Change in Six Months	\$2,688	\$2,532	\$582,295 Numerator
			230 Denominator
Employment And Credential Rate	50%	79.9%	270 Numerator
			338 Denominator

Table I - Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients	Veterans	Individuals With Disabilities	Out-of-School Youth				
Entered Employment Rate	67.3%	35 NUM	100.0%	1 NUM	66.7%	24 NUM	74.2%	23 NUM
		52 DEN		1 DEN		36 DEN		31 DEN
Employment Retention Rate	73.0%	27 NUM	100.0%	1 NUM	80.6%	25 NUM	91.7%	22 NUM
		37 DEN		1 DEN		31 DEN		24 DEN
Earnings Change in Six Months	\$2,616	\$94,187 NUM	\$8,926	\$8,926 NUM	\$2,106	\$58,974 NUM	\$1,689	\$33,785 NUM
		36 DEN		1 DEN		28 DEN		20 DEN
Employment And Credential Rate	52.8%	28 NUM	100.0%	1 NUM	90.0%	36 NUM	92.9%	26 NUM
		53 DEN		1 DEN		40 DEN		28 DEN

**Table J - Younger Youth Results
At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	72%	87.5%	3579 Numerator
			4092 Denominator
Diploma or Equivalent Attainment Rate	55%	59.0%	204 Numerator
			346 Denominator
Retention Rate	54%	40.8%	930 Numerator
			2279 Denominator

Table K - Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	96.9%	190 NUM	95.5%	1093 NUM	0.0%	0 NUM
		196 DEN		1144 DEN		0 DEN
Diploma or Equivalent Attainment Rate	33.3%	6 NUM	58.2%	53 NUM	0.0%	0 NUM
		18 DEN		91 DEN		0 DEN
Retention Rate Rate	42.0%	55 NUM	38.0%	167 NUM	50.0%	50 NUM
		131 DEN		439 DEN		100 DEN

Table L - Other Reported Information

Reported Information	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment	Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment			Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
	NA	NUM DEN	NA	1 NUM 3 DEN		54.4%	1395 NUM 2566 DEN	\$2,835 NUM \$7,275,366 DEN	5.3%	111 NUM 2094 DEN
Adults	NA	NUM DEN	NA	1 NUM 3 DEN	54.4%	1395 NUM 2566 DEN	\$2,835 NUM \$7,275,366 DEN	5.3%	111 NUM 2094 DEN	
Dislocated Workers	NA	NUM DEN	NA	2 NUM 3 DEN	54.0%	2425 NUM 4490 DEN	\$5,219 NUM 23,433,188 DEN	5.1%	211 NUM 4118 DEN	
Older Youth	NA	NUM DEN	NA	5 NUM 15 DEN	30.7%	152 NUM 495 DEN	\$1,523 NUM \$753,943 DEN			

Table M - Participation Levels

	Total Participants Served	Total Exiters
Adults	7099	2275
Dislocated Workers	8215	2074
Older Youth	791	137
Younger Youth	4441	1914

Table N - Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,856,786.00
Local Dislocated Workers		\$8,186,026.00
Local Youth		\$10,083,548.00
Rapid Response		\$1,866,834.00
Statewide Required Activities		\$1,960,520.00
Statewide Allowable Activities		
Total of All Federal Spending Listed Above		\$29,953,714.00

Table O - Local Performance

Local Area Name Anne Arundel County Business & Workforce Development	Total Participants Served	Adults	342
		Dislocated Workers	298
		Older Youth	40
		Younger Youth	184
ETA Assigned # 24055	Total Exiters	Adults	97
		Dislocated Workers	154
		Older Youth	1
		Younger Youth	34
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	92.2
	Employers	66.00%	88.7
Entered Employment Rate	Adults	70.40%	79.2%
	Dislocated Workers	75.75%	85.9%
	Older Youth	62.00%	100.0%
Retention Rate	Adults	79.60%	96.3%
	Dislocated Workers	83.80%	94.5%
	Older Youth	75.50%	50.0%
	Younger Youth	54.00%	90.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$3,027
	Dislocated Workers	91.80%	1.05
	Older Youth	\$2,688	\$2,964
Credential/Diploma Rate	Adults	60.00%	80.8%
	Dislocated Workers	60.00%	66.6%
	Older Youth	50.00%	100.0%
	Younger Youth	55.00%	0.0%
Skill Attainment Rate	Younger Youth	72.00%	97.6%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Baltimore County Office of Employment & Training	Total Participants Served	Adults	498
		Dislocated Workers	743
		Older Youth	29
		Younger Youth	399
ETA Assigned # 24010	Total Exiters	Adults	175
		Dislocated Workers	385
		Older Youth	18
		Younger Youth	301
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	85.8
	Employers	66.00%	90.8
Entered Employment Rate	Adults	70.40%	73.6%
	Dislocated Workers	76.50%	84.3%
	Older Youth	62.20%	87.5%
Retention Rate	Adults	79.60%	87.4%
	Dislocated Workers	83.80%	90.0%
	Older Youth	75.50%	87.5%
	Younger Youth	54.00%	34.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$3,768
	Dislocated Workers	90.00%	1.11
	Older Youth	\$2,688	\$2,978
Credential/Diploma Rate	Adults	60.00%	75.0%
	Dislocated Workers	60.00%	69.8%
	Older Youth	50.00%	83.3%
	Younger Youth	55.00%	60.2%
Skill Attainment Rate	Younger Youth	72.00%	97.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Baltimore City Office of Employment Development	Total Participants Served	Adults	3259
		Dislocated Workers	969
		Older Youth	490
		Younger Youth	1903
ETA Assigned # 24060	Total Exitters	Adults	1276
		Dislocated Workers	189
		Older Youth	65
		Younger Youth	820
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	78.0
	Employers	66.00%	89.9
Entered Employment Rate	Adults	70.40%	74.7%
	Dislocated Workers	75.75%	77.3%
	Older Youth	61.50%	61.8%
Retention Rate	Adults	78.80%	80.5%
	Dislocated Workers	82.80%	83.8%
	Older Youth	75.50%	79.1%
	Younger Youth	54.00%	43.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$2,542
	Dislocated Workers	91.80%	1.20
	Older Youth	\$2,688	\$2,116
Credential/Diploma Rate	Adults	60.00%	76.4%
	Dislocated Workers	60.00%	67.5%
	Older Youth	50.00%	78.1%
	Younger Youth	55.00%	70.6%
Skill Attainment Rate	Younger Youth	72.00%	86.1%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Frederick County - Workforce Development Center	Total Participants Served	Adults	320
		Dislocated Workers	245
		Older Youth	4
		Younger Youth	20
ETA Assigned # 24015	Total Exiters	Adults	174
		Dislocated Workers	99
		Older Youth	1
		Younger Youth	4
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	84.4
	Employers	66.00%	86.5
Entered Employment Rate	Adults	69.00%	79.4%
	Dislocated Workers	75.75%	81.5%
	Older Youth	61.60%	25.0%
Retention Rate	Adults	78.80%	67.6%
	Dislocated Workers	83.80%	91.1%
	Older Youth	75.50%	100.0%
	Younger Youth	54.00%	82.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$4,384
	Dislocated Workers	90.00%	0.94
	Older Youth	\$2,688	(\$2,104)
Credential/Diploma Rate	Adults	60.00%	75.8.%
	Dislocated Workers	60.00%	72.6%
	Older Youth	50.00%	80.0%
	Younger Youth	55.00%	25.0%
Skill Attainment Rate	Younger Youth	72.00%	0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Lower Shore Private Industry Council, Inc. / WIB	Total Participants Served	Adults	341
		Dislocated Workers	199
		Older Youth	35
		Younger Youth	312
ETA Assigned # 24035	Total Exitters	Adults	74
		Dislocated Workers	45
		Older Youth	13
		Younger Youth	26
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	73.0
	Employers	66.00%	86.5
Entered Employment Rate	Adults	69.00%	66.8%
	Dislocated Workers	75.75%	83.7%
	Older Youth	61.00%	66.7%
Retention Rate	Adults	78.80%	84.3%
	Dislocated Workers	82.00%	94.5%
	Older Youth	75.50%	94.4%
	Younger Youth	54.00%	47.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$2,408
	Dislocated Workers	90.90%	0.84
	Older Youth	\$2,688	\$2,888
Credential/Diploma Rate	Adults	60.00%	74.9%
	Dislocated Workers	60.00%	66.4%
	Older Youth	50.00%	72.0%
	Younger Youth	55.00%	33.3%
Skill Attainment Rate	Younger Youth	72.00%	46.8%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Montgomery County Workforce Development Corporatio	Total Participants Served	Adults	512
		Dislocated Workers	1645
		Older Youth	14
		Younger Youth	309
ETA Assigned # 24020	Total Exiters	Adults	123
		Dislocated Workers	665
		Older Youth	9
		Younger Youth	300
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	82.1
	Employers	66.00%	90.1
Entered Employment Rate	Adults	69.00%	86.6%
	Dislocated Workers	75.00%	86.3%
	Older Youth	62.20%	66.7%
Retention Rate	Adults	78.00%	93.2%
	Dislocated Workers	82.80%	89.4%
	Older Youth	75.50%	66.7%
	Younger Youth	54.00%	26.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$3,630
	Dislocated Workers	91.80%	1.48
	Older Youth	\$2,688	\$433
Credential/Diploma Rate	Adults	60.00%	81.9%
	Dislocated Workers	60.00%	71.0%
	Older Youth	50.00%	100.0%
	Younger Youth	55.00%	0.0%
Skill Attainment Rate	Younger Youth	72.00%	98.7%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Howard County Employment & Training Center	Total Participants Served	Adults	256
		Dislocated Workers	304
		Older Youth	27
		Younger Youth	49
ETA Assigned # 24065	Total Exitters	Adults	98
		Dislocated Workers	172
		Older Youth	3
		Younger Youth	17
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	88.0
	Employers	66.00%	85.1
Entered Employment Rate	Adults	70.40%	86.0%
	Dislocated Workers	76.50%	87.4%
	Older Youth	62.20%	75.0%
Retention Rate	Adults	79.60%	87.3%
	Dislocated Workers	83.80%	91.3%
	Older Youth	75.50%	100.0%
	Younger Youth	54.00%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$5,573
	Dislocated Workers	91.80%	0.95
	Older Youth	\$2,688	\$2,316
Credential/Diploma Rate	Adults	60.00%	85.7%
	Dislocated Workers	60.00%	68.7%
	Older Youth	50.00%	40.0%
	Younger Youth	55.00%	20.0%
Skill Attainment Rate	Younger Youth	72.00%	33.3%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Prince George's Workforce Services Corporation	Total Participants Served	Adults	505
		Dislocated Workers	1404
		Older Youth	84
		Younger Youth	562
ETA Assigned # 24025	Total Exiters	Adults	47
		Dislocated Workers	34
		Older Youth	2
		Younger Youth	27
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	66.9
	Employers	66.00%	0.0
Entered Employment Rate	Adults	69.00%	83.3%
	Dislocated Workers	75.00%	86.8%
	Older Youth	61.00%	77.8%
Retention Rate	Adults	78.80%	86.2%
	Dislocated Workers	82.00%	87.2%
	Older Youth	75.50%	100.0%
	Younger Youth	54.00%	40.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$6,016
	Dislocated Workers	91.80%	1.31
	Older Youth	\$2,688	\$5,843
Credential/Diploma Rate	Adults	60.00%	79.6%
	Dislocated Workers	60.00%	69.4%
	Older Youth	50.00%	95.2%
	Younger Youth	55.00%	0.0%
Skill Attainment Rate	Younger Youth	72.00%	0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Professional Outplacement Assistance Center	Total Participants Served	Adults	240
		Dislocated Workers	1367
		Older Youth	0
		Younger Youth	0
ETA Assigned # 24903	Total Exitters	Adults	18
		Dislocated Workers	68
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	
Customer Satisfaction	Program Participants		87.6
	Employers		0.0
Entered Employment Rate	Adults		0.0%
	Dislocated Workers		72.9%
	Older Youth		0.0%
Retention Rate	Adults		0.0%
	Dislocated Workers		90.7%
	Older Youth		0.0%
	Younger Youth		0.0%
Earnings Change/Earnings Replacement in Six Months	Adults		\$0
	Dislocated Workers		1.13
	Older Youth		\$0
Credential/Diploma Rate	Adults		0.0%
	Dislocated Workers		0.0%
	Older Youth		0.0%
	Younger Youth		0.0%
Skill Attainment Rate	Younger Youth		0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Southern Maryland Workforce Investment Board	Total Participants Served	Adults	188
		Dislocated Workers	296
		Older Youth	7
		Younger Youth	16
ETA Assigned # 24050	Total Exitters	Adults	2
		Dislocated Workers	2
		Older Youth	0
		Younger Youth	0
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	0.0
	Employers	66.00%	0.0
Entered Employment Rate	Adults	69.70%	76.9%
	Dislocated Workers	75.00%	86.6%
	Older Youth	62.20%	100.0%
Retention Rate	Adults	78.00%	66.7%
	Dislocated Workers	82.00%	88.7%
	Older Youth	75.50%	66.7%
	Younger Youth	54.00%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$6,097
	Dislocated Workers	91.80%	1.48
	Older Youth	\$2,688	\$2,600
Credential/Diploma Rate	Adults	60.00%	77.3%
	Dislocated Workers	60.00%	71.4%
	Older Youth	50.00%	100.0%
	Younger Youth	55.00%	0.0%
Skill Attainment Rate	Younger Youth	72.00%	0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Susquehanna Workforce Network	Total Participants Served	Adults	213
		Dislocated Workers	240
		Older Youth	31
		Younger Youth	146
ETA Assigned # 24045	Total Exiters	Adults	45
		Dislocated Workers	98
		Older Youth	6
		Younger Youth	68
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	87.1
	Employers	66.00%	84.1
Entered Employment Rate	Adults	69.00%	80.2%
	Dislocated Workers	75.00%	84.3%
	Older Youth	61.60%	75.0%
Retention Rate	Adults	79.60%	81.2%
	Dislocated Workers	83.80%	90.3%
	Older Youth	74.70%	85.0%
	Younger Youth	54.00%	57.1%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$4,230
	Dislocated Workers	91.80%	1.15
	Older Youth	\$2,688	\$2,414
Credential/Diploma Rate	Adults	60.00%	78.4%
	Dislocated Workers	60.00%	66.7%
	Older Youth	50.00%	81.0%
	Younger Youth	55.00%	77.8%
Skill Attainment Rate	Younger Youth	72.00%	0.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Upper Shore Workforce Investment Office	Total Participants Served	Adults	322
		Dislocated Workers	329
		Older Youth	14
		Younger Youth	124
ETA Assigned # 24040	Total Exiters	Adults	105
		Dislocated Workers	88
		Older Youth	11
		Younger Youth	15
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	84.7
	Employers	66.00%	80.9
Entered Employment Rate	Adults	69.00%	56.1%
	Dislocated Workers	76.50%	84.5%
	Older Youth	62.20%	77.8%
Retention Rate	Adults	78.80%	95.3%
	Dislocated Workers	83.80%	92.4%
	Older Youth	74.00%	83.3%
	Younger Youth	54.00%	41.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$4,538
	Dislocated Workers	90.00%	0.96
	Older Youth	\$2,688	\$1,516
Credential/Diploma Rate	Adults	60.00%	71.1%
	Dislocated Workers	60.00%	78.8%
	Older Youth	50.00%	58.3%
	Younger Youth	55.00%	0.0%
Skill Attainment Rate	Younger Youth	72.00%	57.5%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded

Table O - Local Performance

Local Area Name Western Maryland Consortium	Total Participants Served	Adults	103
		Dislocated Workers	176
		Older Youth	16
		Younger Youth	417
ETA Assigned # 24030	Total Exiters	Adults	41
		Dislocated Workers	75
		Older Youth	8
		Younger Youth	302
		Negotiated Performance Level	
Customer Satisfaction	Program Participants	68.00%	85.9
	Employers	66.00%	0.0
Entered Employment Rate	Adults	69.70%	85.1%
	Dislocated Workers	75.00%	90.4%
	Older Youth	62.20%	100.0%
Retention Rate	Adults	78.80%	95.8%
	Dislocated Workers	82.80%	97.5%
	Older Youth	74.70%	100.0%
	Younger Youth	54.00%	41.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,181	\$3,665
	Dislocated Workers	90.90%	0.80
	Older Youth	\$2,688	\$4,270
Credential/Diploma Rate	Adults	60.00%	77.0%
	Dislocated Workers	60.00%	65.5%
	Older Youth	50.00%	100.0%
	Younger Youth	55.00%	76.9%
Skill Attainment Rate	Younger Youth	72.00%	99.0%
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded